OIPE IAP18
SEP 19 2006
PATENT & TRADEMARK OFFICE

Replacement sheet
10/005680

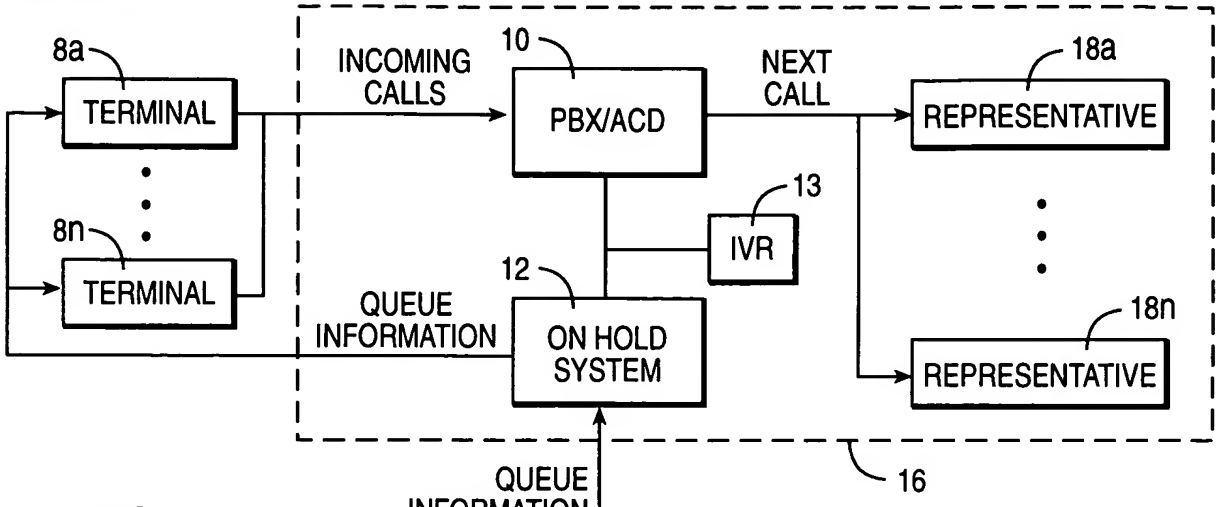
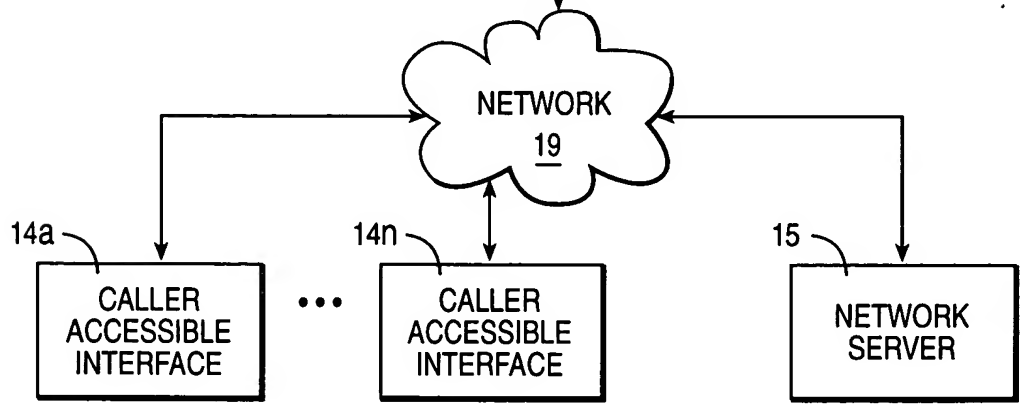


FIG. 1



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HOLD QUEUE INFORMATION PUBLICATION - CALL TRACKING # 12930

POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE	SUBJECT
*	71 MINS	1 MINS	JOE DUCK	UNKNOWN
*	90 MINS	20 MINS	JAME DUCK	PRINTER ISSUE
*	75 MINS	5 MINS	TOM DUCK	PRINTER ISSUE
*	70 MINS	1 MIN	JOHN DUCK	MODEM ISSUE
1	69 MINS	0 MINS		MOUSE ISSUE
2	65 MINS	0 MINS		OTHER
25	12 MINS	0 MINS		MONITOR ISSUE

UPDATE SUBJECT 64

FIG. 4

REPLACEMENT SHEET
10/005,680

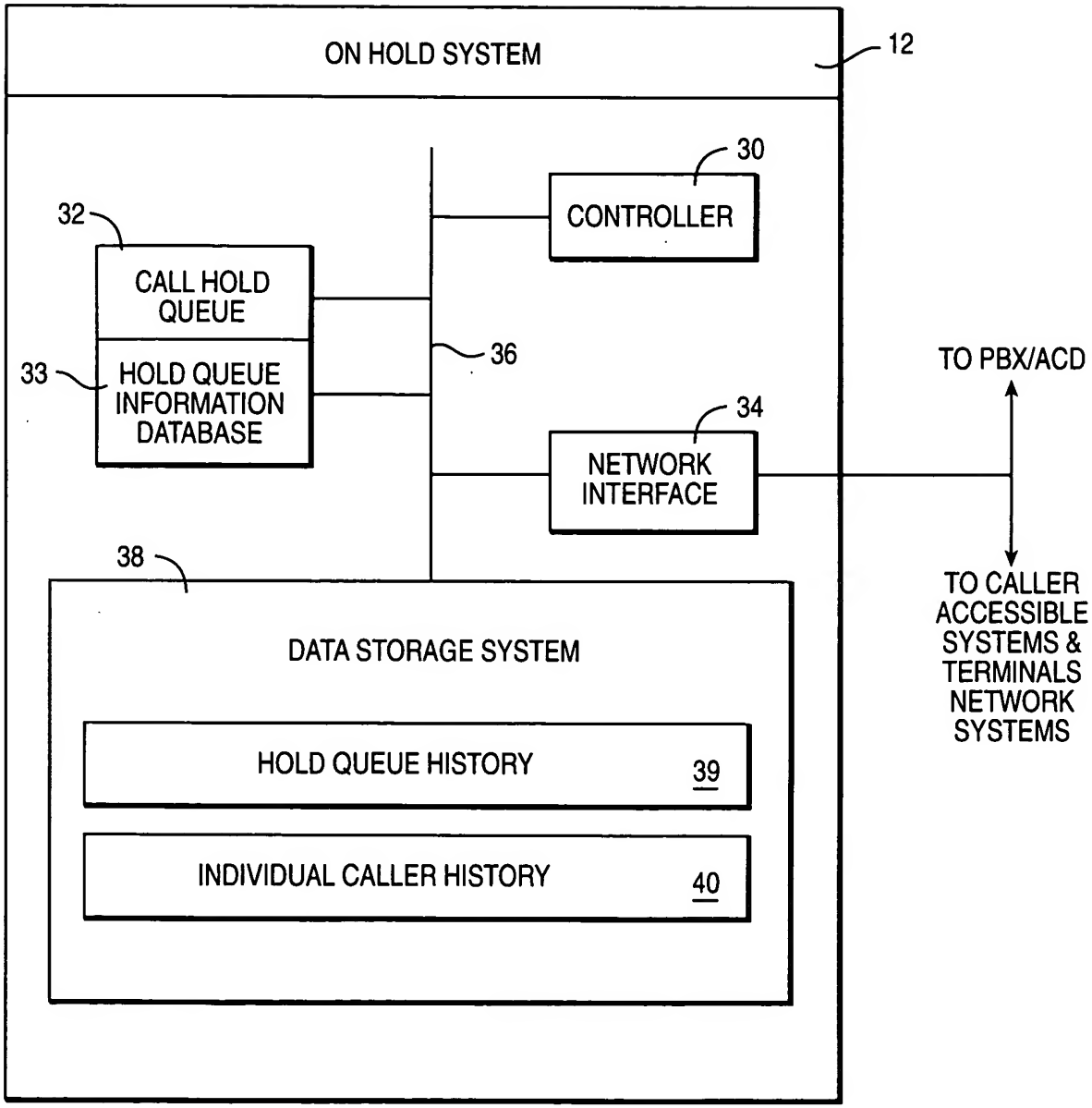

FIG. 2

Replacement sheet
10/005,680

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HOLD QUEUE INFORMATION MENU TRANSCRIPT

XYZ SERVICE

TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1

FOR VOICE OUTPUT TO CALLING DEVICE: PRESS OR ENTER 1
FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE: PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD : 40
AVERAGE TIME IN HOLD QUEUE TODAY : 70 MINUTES
CONSULTANTS ON DUTY : 5
CALL DURATION : 12 MINS
YOUR POSITION : 25
YOUR ESTIMATED WAIT TIME : 125 MINS
TIME LEFT TO CLOSE OF BUSINESS : 240 MINS
YOUR TRACKING NUMBER IS : 12930
YOUR TOTAL TIME ON HOLD : 5 MINS
ON-LINE WEB SITE : WWW.XYZSERVICE.COM
PRESS 8 FOR MORE OPTIONS

FOR WEB ACCESS : PRESS OR ENTER 3

YOUR TRACKING NUMBER IS : 12930
ON-LINE WEB SITE: WWW.XYZSERVICE.COM

FOR EMAIL : PRESS OR ENTER 4
FOR INSTANT MESSAGING : PRESS OR ENTER 5

ENTER YOUR NETWORK IDENTIFIER AND ENTER #

[TRANSMIT EMAIL OR INSTANT MESSAGE]

TO LOG THE SUBJECT MATTER OF YOUR CALL : PRESS OR ENTER 2

SELECT FROM ONE OF THE FOLLOWING SUBJECTS
PRINTER ISSUE : PRESS OR ENTER 1
MODEM ISSUE : PRESS OR ENTER 2
MOUSE ISSUE : PRESS OR ENTER 3
MONITOR ISSUE : PRESS OR ENTER 4
OTHER HARDWARE ISSUE : PRESS OR ENTER 5
UNIDENTIFIED ISSUE : PRESS OR ENTER 6

FIG. 3

REPLACEMENT SHEET
10/005,680

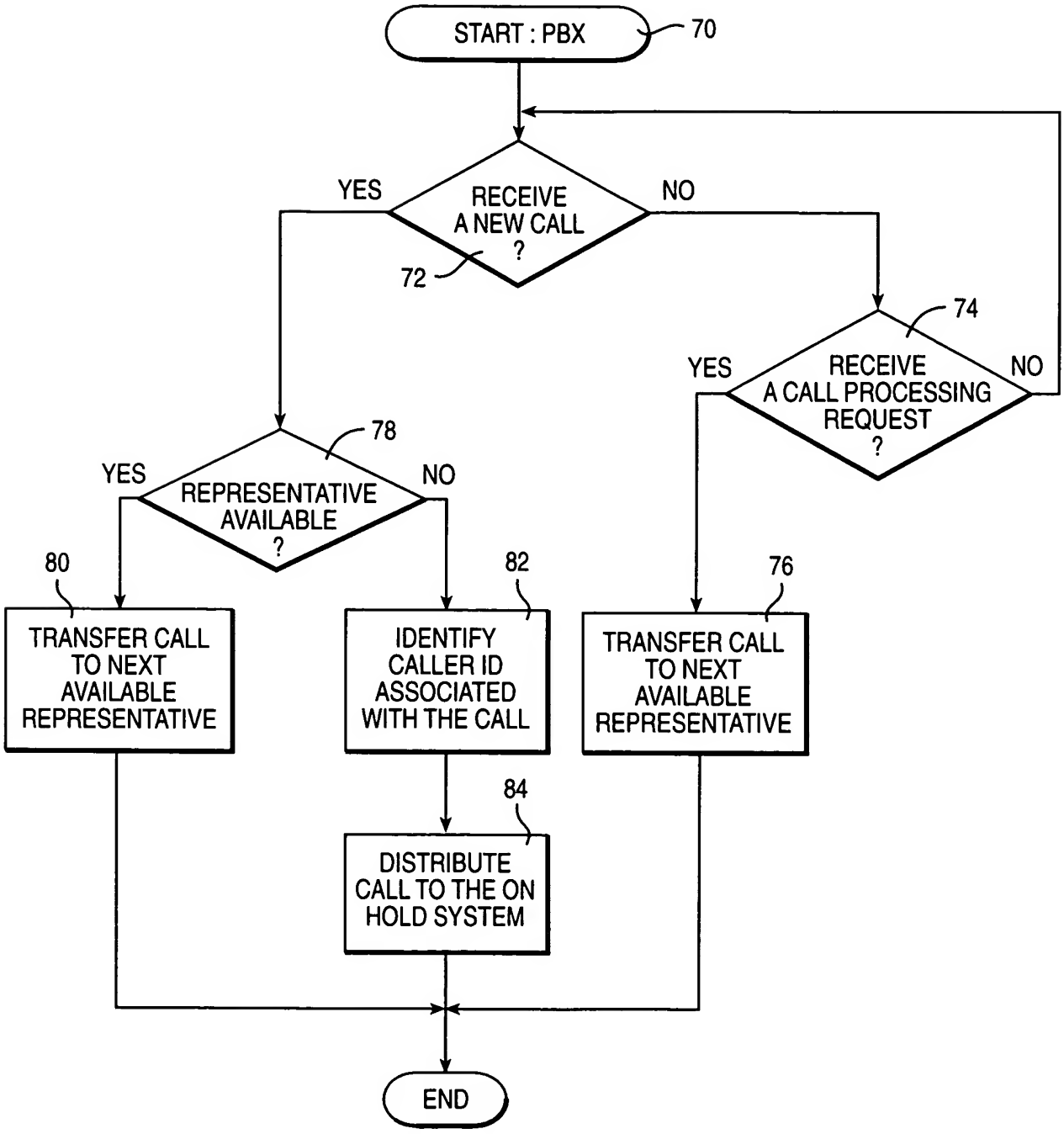

FIG. 5

Replacement Sheet
10/005,680

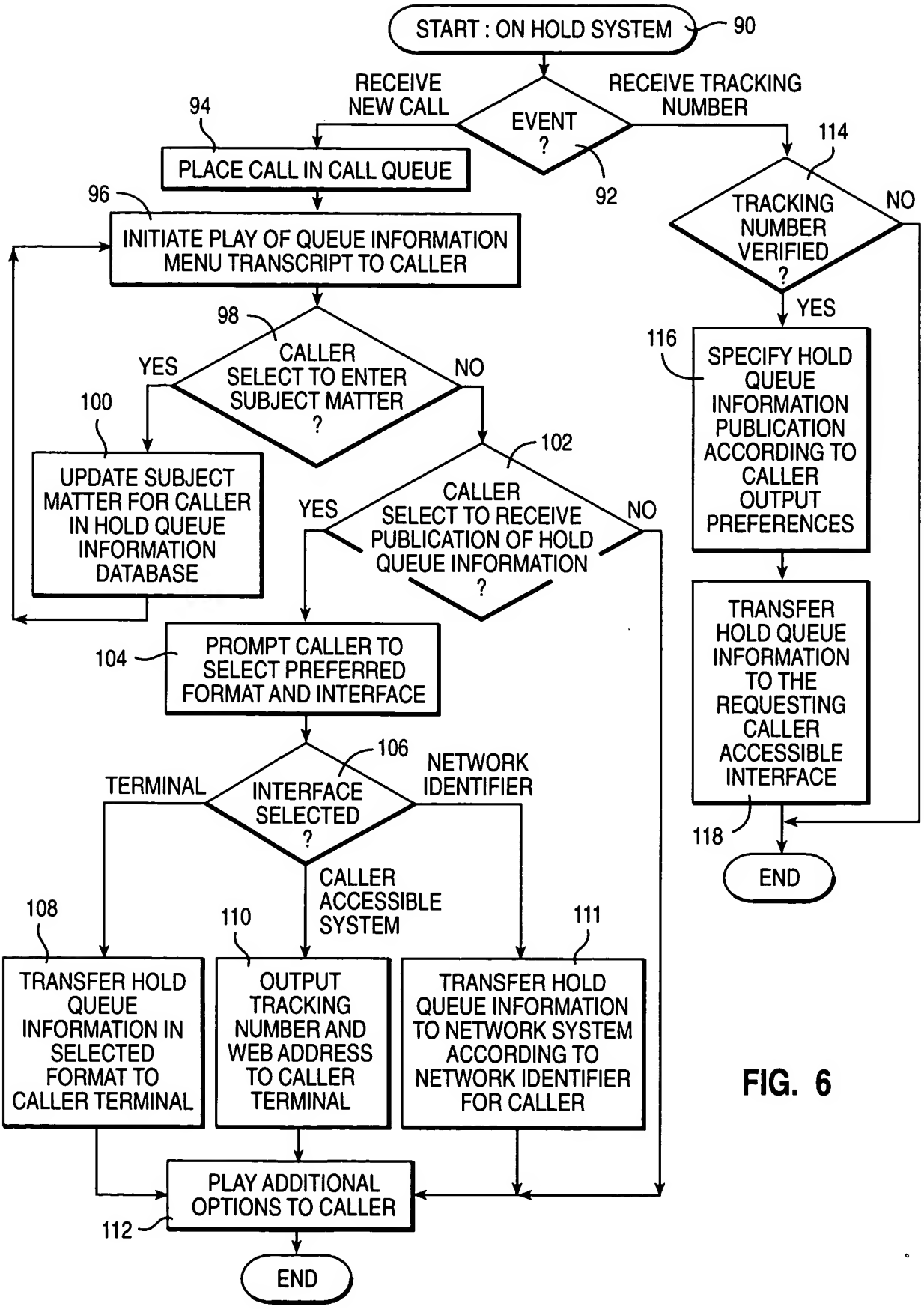

FIG. 6